

From: Agilent ACS Support <agilentacsupport@agilent.com>
Sent: Thursday, July 21, 2011 11:08 AM
To: Hanchett, James (DPH)
Subject: Agilent Technologies Requests Your Feedback

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Dear Customer:

Providing high levels of customer satisfaction is one of our top priorities at Agilent. To better understand our customers' needs today and where we need to improve, we have partnered with Maritz Research to conduct Agilent's Customer Satisfaction Study. I encourage you to participate in this web-based study as it is designed to evaluate Agilent's performance during your recent contact with us.

At the end of this survey, you will have the option of remaining anonymous if you so choose. In this case, your data will be reported only in aggregate.

We value your honest feedback and thank you for your participation in Agilent's Customer Satisfaction Study.

Regards,

Bill Sullivan
President and Chief Executive Officer
Agilent Technologies

—INSTRUCTIONS:

To access the survey, simply click on the web site address below. It will directly link you to the questionnaire. If you experience problems, please cut and paste the link into your browser's address bar. If you need assistance, have any questions regarding this study or wish to provide additional comments, please do not hesitate to contact Agilent through the e-mail reply address.

<http://www.maritzresearchhq.com/agilent2-na/index.html?id=3036185830>

If your e-mail program does not support hot links, you may click on the following link:

<http://www.maritzresearchhq.com/agilent2-na/index.html>

To access the survey you will need the following password: 3036185830

At Agilent we make a commitment to you that we will respect and protect your privacy. If you don't want to be included in these surveys in the future, please click on the link below.

<https://www.respondentoptout.com/default.asp?ProjectID=171>

To view Agilent's customer privacy practices go to www.agilent.com/go/privacy. Please send privacy related questions to privacy_advocate@agilent.com.

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